

Happy New Year!

Access

January

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In This Issue

Patron-
Initiated This
Ain't Your
Grandfather's
ILL!

4

Genealogy
via
Interlibrary
Loan

8

InMichigan
-Reaping
the
Rewards

9

Governor Granholm Records Audio Version of 'Barnyard Song' for Michigan Reads! 2004 Program

by Sarah Lapshan, Communications Office, Department of History, Arts and Libraries

*Michigan
Reads!* 

Governor Jennifer M. Granholm recently volunteered her time to record an audio version of Rhonda Gowler Greene's "Barnyard Song," the book around which all activities will center for Michigan Reads! 2004.

"I think it's very fitting for our Michigan Reads! honorary chair to also narrate the story," said State Librarian Christie Pearson Brandau. "Gov. Granholm is a staunch supporter of early-childhood education, especially the advancement of literacy. Her willingness to participate at this level – along with WKAR which donated the studio time – will go a long way toward ensuring that as many families as possible statewide can enjoy this enchanting barnyard tale."

"One of our most important responsibilities as adults is to help children of all ages and abilities embrace the power and enjoyment of reading," said Gov. Granholm. "It was an honor to be asked to help bring a voice to the entertaining and quirky characters in 'Barnyard Song.' I hope I've done justice to the ducks, cows and chickens."

Susan Chinault, director of the Library of Michigan's Service for the Blind and Physically Handicapped (SBPH), said the dubbed four-track tapes of "Barnyard Song" should be ready for patron use by the end of January. Chinault said the governor's involvement will help spread the word about the services SBPH provides to blind residents. "This is the first time the Library of Michigan has coordinated a 'celebrity reading;' we hope it draws attention to the tens of thousands of titles we offer free of charge to patrons!"

The final phase of tape production was happening as this issue of Access was in production. Gov. Granholm's recording will be taken to Message Makers in Old Town, Lansing, where descriptions of the illustrations in "Barnyard Song" will be dubbed in with Gov. Granholm's text narration. Written and narrated by Ellen Chenoweth, an 18-year-old senior at Lansing Catholic Central, the illustration descriptions will help listeners create an enhanced mental picture of "Barnyard Song" as the story unfolds. Chenoweth, an SBPH volunteer narrator for more than two years, has written and recorded illustrations for several other children's books including the official Michigan children's book, "The Legend of Sleeping Bear" by Kathy-Jo Wargin.

continued on page 2

Sonya Norris, SBPH volunteer/narrator coordinator, directed the entire recording process. "Adding the illustration narrative is such a key piece of the puzzle," said Norris. "Imagine a sighted child reading a picture book with only words on a page and no beautiful scenery, color or images. It would be a completely different experience."

The Michigan Reads! program, part of Gov. Granholm's Project Great Start initiative, seeks to create a collective reading experience and focus public interest and awareness on books, reading and early childhood literacy. The program encourages parents, caregivers, librarians and educators across the state to join in reading "Barnyard Song" to preschool children during the period of April 18-30, 2004. An online poll determined "Barnyard Song" as the featured title for Michigan Reads!

Coordinated by the Library of Michigan in cooperation with libraries around the state, Michigan Reads! also recognizes the vital role of public libraries, which provide access to quality books, programs and services that lay the foundation for reading and school success.

To learn more about Michigan Reads!, contact michiganreads@michigan.gov or visit www.michigan.gov/michiganreads.

Genesee District Library Among First Sponsors of Michigan Reads! 2004 Program

by Roger Mendel, Mideastern Michigan Library Cooperative Director and Casey Kremers, Communications Office, Department of History, Arts and Libraries

State Librarian Christie Pearson Brandau recently recognized several sponsors and partners whose early support has helped energize the Michigan Reads! One State, One Preschool Book initiative.

Michigan Reads! sponsors, whose donations are used for promotion, programming and author visits, include:

- Genesee District Library – Genesee County
- Library of Michigan Foundation – Lansing
- Michigan Center for the Book – Lansing
- Thomson Gale – Farmington Hills

Partners, who are collaborating with the Library of Michigan to plan events or provide

services in support of the program, include:

- Everyone Read – Grand Rapids
- Grace A Dow Memorial Library – Midland
- Grand Rapids Public Library – Grand Rapids
- Kent District Library – Kent County
- Michigan Humanities Council – Lansing
- WKAR – East Lansing
- WOOD-TV Channel 8 – Grand Rapids

"We're so grateful to our Michigan Reads! sponsors and partners, whose support and collaboration is critical in our efforts to highlight the importance of reading and sharing books with preschool-age children," said Brandau. "We urge anyone who has a stake in the education of Michigan's youngest citizens to get involved as well."

Nominations Sought for New Award Recognizing Preservation of Cultural Heritage

The Michigan Alliance for the Conservation of Cultural Heritage is seeking nominations for a new award to recognize efforts in the preservation of cultural heritage in Michigan. Nominations for the Michigan Heritage Guardian Award are due by January 31, 2004. For award and nomination details, visit <http://www.dia.org/statewideservices/award.html>.

The award will be announced in conjunction with the Department of History, Arts and Libraries during Michigan Week in May 2004.

Contract Negotiations Begin for the Michigan eLibrary Common Search Engine, Catalog and Resource-Sharing System Software

By Louise Bugg, Michigan Library Consortium

The Library of Michigan and Innovative Interfaces recently entered into contract negotiations for Innovative's INN-Reach and Millennium Access Plus (MAP) software to support the Michigan eLibrary (MeL) common search engine,

catalog and resource-sharing system.

State Librarian Christie Pearson Brandau said Innovative's product was ultimately selected above the other bids because it contained the right combination of services and software to take the Michigan eLibrary to its very important next phases of development. "The next step," she said, "is to move through the negotiations swiftly and smartly; then the real work can begin!"

The selection criteria was developed with input from librarians throughout the state, representing institutions of all sizes and types, as well as from the Michigan Department of Information Technology. "Where we are today is the culmination of years of work by hundreds of individuals committed to making library resources fully accessible to all Michigan residents," Brandau stated.

According to Sandy Westhall, Innovative's vice president for library service, INN-Reach is a proven centralized union catalog and resource-sharing system now operational in 15 consortia around the country. "Our MAP software includes an information portal with broadcast search capability, authentication for remote access to licensed databases, and smart linking capability," she said.

Brandau said the software will provide exciting new components within the Michigan eLibrary:

- a statewide common search engine with multi-protocol searching of all MeL licensed databases,
- a statewide online union catalog with the combined holdings of all participating Michigan libraries, and
- a resource-sharing system for patrons to place online requests without assistance from library staff.

"We are very happy to have Innovative as our partner for these next critical pieces of MeL," said Brandau. "Our vision has always been to provide all Michigan residents with easy access to the information they need, when they need it, and in the format they prefer. Now, with the help of Innovative, our residents will have one place to go to find materials owned by Michigan's libraries, including valuable local history materials. More importantly, people will have more free, equalized access to a combined wealth of library resources no matter where they are."

The Innovative proposal for MeL builds on the InMICH pilot resource-sharing project that began in 2000 and now has 27 participating libraries with 8.5 million items in 14 counties, including the Upper Peninsula. Thanks to the pioneering efforts

of many libraries in the state, the InMICH project has a union catalog and resource-sharing system not only for libraries with Innovative ILS software, but also for libraries that use Dynix, Winnebago and — soon — Follett library software.

"Michigan is the first in the nation with this suite of applications," said Westall. "It is clear that, with the continued spirit of partnership that has characterized Innovative's relationship with Michigan libraries thus far, there is no question that MeL will fulfill its vision and goals."

Michigan has more than 2,000 libraries, including public, academic, school and special, with over 48 million books and other library resources. The MeLCat Project plan calls for the common search engine to be implemented within three to six months of contract signing and for 120 libraries to be operational with the union catalog and resource-sharing system in the first year.

Innovative Interfaces (www.iii.com), headquartered in Emeryville, Calif., is the leader in providing Web-based automated library systems. Innovative's library automation systems are installed in thousands of libraries in 36 countries around the world.

MeL Delivery Task Force

by Anne Donahue, Michigan Library Consortium

The MeL Delivery Task Force convened for the first time in June 2003, with representatives from all types of libraries meeting to discuss how to move forward with a statewide delivery system. Dan Bolger, a consultant from Ohio, was hired to assist the task force with this charge. From August to October, Dan developed, distributed and analyzed a survey of current delivery operations around the state. He also visited several locations to get a bird's eye view of existing practices. In December an RFP for Michigan statewide delivery service was posted on the MeL Delivery site.

The task force expects to select a vendor in February and hopes to have a system in place before the end of 2004. The task force is also working to develop a set of delivery policies and procedures for Michigan libraries. For more information about the task force, please see <http://www.michiganelibrary.org/delivery/index.html>.



Patron-Initiated This Ain't Your Grandfather's ILL!

by State Librarian Christie Pearson Brandau

[The following originally appeared in the June 1, 2003 issue of Library Journal.]

Comparing interlibrary loan (ILL) of the 1980s with today's system is simply not fair. It's like comparing shag carpeting with a polished wood floor. ILL in the 21st century is neither staff-dependent nor expensive, and, most importantly, it provides all customers with access to the materials they need or want.

Despite the barriers intrinsic to the traditional ILL of the 20th century, it was a popular though fairly expensive service. It was based on the assumptions that library customers were 1) aware that ILL was available; 2) able to come to the library to request ILL; 3) willing to wait possibly weeks for materials; and 4) free to come to the library to retrieve the request when it arrived.

Contrast that with today's model. The patron accesses the library catalog online, sees the option for ILL on the screen, initiates the request and – someday (gasp!) – may even receive the desired material at home.

Not only is the 21st-century model user-friendly, it drastically lowers the cost of the loan. Statistics from projects around the nation show that patron-initiated ILL through interconnected circulation systems can cost up to ten times less: as little as \$3-\$5 (combined borrowing and lending) vs. the old model of mediated ILL that cost \$28 and up.

Watch usage skyrocket

The cost of ILL today can be comparable to circulating a book from a library's own collection. And when customers are enabled to initiate their own requests, usage skyrockets. A project called InMICH, administered by Michigan State University (and funded by the Library of Michigan with LSTA dollars) tracked the number of ILL sessions before and during the patron-initiated option and found that it tripled. And the project has not even been completely implemented.

Michigan will soon put in place a statewide resource-sharing system based on customer-initiated ILL, interconnected circulation systems, and a statewide catalog of holdings. The system's credo is "provide what the patrons need, when they want it, where they want it, and in the needed format they want.

The catalog, dubbed MeLCat, will provide access to the holdings of all types of libraries statewide. It will be especially valuable as a source for local history materials and a wealth of digitized items that could not be purchased. There are treas-

ures and collections-formerly unknown-that will be made available to all in our state.

Just say yes

Asking customers to limit their requests would force librarians to withdraw into isolated, self-centered units. This concept won't serve library customers today. They want and expect to see the universe of possibilities. Frankly, they deserve nothing less. The view that "if you can't get it here, you probably don't need it" definitely stems from a bygone era. Yes, there are other venues for materials. Yes, there are other venues for tax dollars. Unfortunately, if libraries adopt a "just say no" policy toward enhanced patron service, the tax dollars could well flow out the doors toward those other venues, along with the patrons.

Does it make sense to place even more barriers before our customers that we did in the last century? Hardly. After all, those barriers don't exist in business models. The bookstore clerk does not ask whether you "really need" a book or not. And Amazon does not charge more to locate the third volume in a series.

Become the one-stop shop

The whole concept of the public library is based on sharing resources. And that concept makes sense: common, economic, and political sense. By allowing our customers to "see the world" through a database of library resources, they can view the unusual, the esoteric, and even the fifth volume in a series of romance novels.

Another basic principle of the public library is that it serves as an "education leveler" by providing equal access for the haves and have-nots. Using the concept of purchase rather than ILL, libraries in wealthier communities may be able to buy everything their patrons want, while those in poorer communities will not. Every book borrowed via ILL represents a specific need of an individual, satisfied customer the library could have lost.

Offering our customers an extended option of service, opening our catalogs statewide, and opening our doors universally will result not only in more satisfied customers but also greater goodwill, a higher level of educational attainment for our residents, and a reinforced belief that libraries truly are the "one-stop shops" for 21st-century information needs, no matter how great or small.

We need to set aside the idea that ILL is unnecessary. It is a core service that strengthens the public library's role as an essential service provider and a service that, with today's technology, we can provide both quickly and cost-effectively. Wouldn't Grandpa be proud?

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InMICH – Reaping the Rewards

by Don Todaro and Linda Neely

In early 2002 the Library of Michigan embarked on a journey leading to our participation in the InMICH user-initiated resource-sharing program. InMICH runs on Innovative Interfaces, Inc. INN-Reach software, and the program was funded for its first three years through an LSTA grant from the Institute of Museum and Library Services to Michigan State University. InMICH originally involved Michigan State University and five other libraries, including one public school system and one public library with a Dynix automated circulation system. As of October 2003 the InMICH program had 27 members, including libraries using Winnebago, Athena and Follett circulation systems. Two public school districts are included along with public and academic libraries of varying sizes. Member libraries are concentrated in the lower half of the Lower Peninsula, but three Upper Peninsula public libraries recently went live and more libraries in the thumb area are added nearly every month.

The InMICH program relies upon union catalog technology to allow the user fast and seamless searching of all member libraries' holdings. For the Library of Michigan, as with other libraries using Innovative Interfaces automated systems, participation in the InMICH union catalog involved editing of system tables and the alignment and mapping of local patron and item types to existing INN-Reach values. Existing records in our local system were copied in one massive operation and additions to our catalog are now automatically added to the InMICH catalog. We developed a local workflow scheme involving ILL staff to receive InMICH items from other libraries and direct their return, while circulation staff check out the items to patrons and check them in upon return. The greatest adjustment for Library of Michigan staff was in circulation/ILL policy – we do interlibrary loan borrowing only for state employees' work related needs, whereas InMICH privileges are extended to any Library of Michigan card holder in good standing.

As we have said, Innovative Interfaces has found a way, using a translation box, to add records from library systems other than their own and allow patrons at those libraries to borrow materials from the entire union catalog. Soon a non-automated library will be joining the InMICH catalog, adding records that can later be downloaded to create an automated local system.

Patron response to InMICH has been overwhelming at every member library. For patrons, InMICH allows a seamless search of the union catalog, easy authentication using one's local borrowing card information and automatic email notification

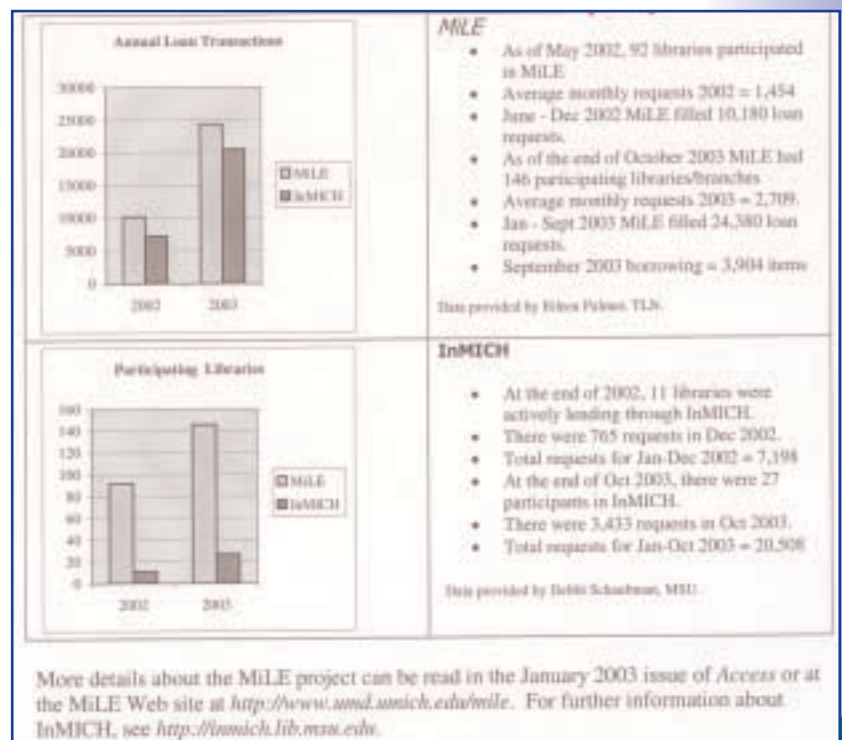
when the requested item reaches the patron's local library. Materials are delivered in a very short time, usually two or three days after the request is initially made. The delivery method for InMICH materials is UPS, which has been the most efficient mode available considering the long distances between member libraries and the desire to track parcels. As the InMICH program concludes a successful grant cycle, we look forward to its further expansion and to the eventual implementation of statewide user initiated borrowing for Michigan.

For further information on InMICH see <http://inmich.lib.msu.edu>.

Then and Now: Michigan User-Initiated Borrowing

by Linda Neely, Library of Michigan

As most of you know, two highly successful user-initiated borrowing programs have operated in Michigan since 2002. Both **MaLE** (Michigan Library Exchange), which runs on Dynix/URSA software, and **InMICH**, which runs on Innovative Interfaces INN-Reach software, are extremely popular with library patrons who enjoy the convenience of ordering books at home and picking them up at their local library. Not surprisingly, both Dynix and Innovative presented bids and product demonstrations for the statewide MeLCat project. The impact of statewide user-initiated borrowing might be inferred from the amazing growth of Michigan's two pilot projects.



SDC/BIDC Program Brings Census Information to Michigan Citizens

by Darren Warner, Census Data Coordinator, Library of Michigan

The State Data Center/Business and Industry Data Center (SDC/BIDC) Program is a cooperative program between the U.S. Bureau of Census and each of the nation's 50 states, the District of Columbia, Puerto Rico, Guam and the Virgin Islands. Its main purpose is to improve access to and expand the use of Census Bureau data and resources by academic researchers, business owners, government organizations, non-profit agencies and the general public. The SDC/BIDC Program's mission is to provide easy and efficient access to U.S. Census Bureau data through a wide network of lead, coordinating and affiliate agencies in each state. All SDC/BIDC programs are official sources of demographic, economic and social statistics produced by the Census Bureau. Over 1,700 independent organizations participate in the SDC/BIDC Program.

In Michigan, the SDC/BIDC Program is run by the Library Development and Data Services division at the Library of Michigan. The Michigan SDC/BIDC Program consists of a statewide network of 54 affiliates, including two coordinating agencies. Each affiliate is responsible for increasing accessibility to and understanding of census-related data in their area of the state. Affiliates routinely perform such tasks as helping patrons locate data, explaining census data and information, and providing training and technical assistance to all interested data users.

The Michigan SDC/BIDC Program, in operation for over 20 years, was recently moved from the Center for Geographic Information to the Library of Michigan via an executive order by former Governor John Engler.

One lead coordinator, Kurt Metzger from the Michigan Metropolitan Information Center (MMIC) of Wayne State University, has been with the program since its inception. "The program began long before the Internet, CD-ROMs and

other data delivery mechanisms were available. While access [to data] has increased steadily over the years, the program has served to assist all segments of society in understanding and utilizing these data," said Metzger. "The State Data Center Program continues to be the most successful example of federal-state cooperation, and I consider myself to be extremely fortunate to have been a part of Michigan's program since its inception in 1981."

For more information, go to www.michigan.gov/census. For help with census-related data and information, e-mail librarian@michigan.gov or call (517) 373-3700.

Interlibrary Loan Is Good Customer Service: Michigan Libraries Respond to the Challenge

compiled and edited by Tim Watters, Special Materials Cataloger, Library of Michigan

We asked for interlibrary loan stories showing good customer service, and here are some of the responses we received from librarians around the state:

Baldwin Public Library

A reference staffer at Baldwin Library received a phone call from an out-of-state librarian with an unusual ILL request for a patron. The patron had a letter dated 23 years ago indicating that Baldwin Library would agree to interlibrary loan a particular book for him. The letter was signed by the former head of reference at Baldwin. The patron told the librarian that he was "just getting down to the bottom of his desk" and wondered if we would still honor the letter, so she called us to find out. We have decided to honor the request with the stipulation that it be for in-library use only. After all, we don't want to wait another 23 years for the book to resurface on his desk!

Carp Lake Township Library

submitted by Library Director Judy Petty

We are Carp Lake Township Library, but our geographic location is in White Pine, Michigan. Consequently, we are continually getting books from libraries all over the state that are really for White Pine Library in Stanton or White Pine Library Cooperative in Saginaw. I have had corre-

spondence and some good laughs with many very nice librarians in the course of finding out where I should forward the books. I have only been the director of the library here for one year and have lived in White Pine for seven years, so I have had a geography lesson with everyone. It has been very interesting learning where all these towns are.

Deckerville Public Library

submitted by Library Director Kathy Wedyke

Our school library was closed for remodeling this fall, so the psychology teacher asked if his class could come in every Friday morning until the library was done. Of course I told him that was not a problem and that I would look and see what I had and then order what I could from interlibrary loan. He was so happy, and so were the students. I found many books on the subjects they were looking for that I didn't have any materials on or didn't have enough materials on. Having interlibrary loan is wonderful, and I am sure glad we have access to all those materials. We may be small, but we have access to almost anything anyone wants. What a great service we can provide for our patrons.

Devereaux Memorial Library, Grayling

submitted by Library Director Edward Elsner

In the first few months our new Devereaux Memorial Library was open in Grayling, a couple came to the library seeking a specific book on cancer recommended by their doctor. Dan and Henrietta, as we'll call them, could not find the book in our library and asked for our help. The staff and I looked up the title and discovered it was available at the Wolverine Community Library, a 40-minute drive north on I-75. An ILL request through normal channels would have taken a week or two. Dan had another appointment coming up with his doctor and really needed to know what was in the book. They only had a few days to get it and read through it. Normal ILL broke down for them, and they left planning on purchasing the book that weekend. The staff at the Devereaux Memorial Library came up with another plan. Mary Kay covered for me, and I drove up to Wolverine that afternoon and borrowed the book in person. Dan and Henrietta were very happy when they found out they could just drive back to the library the next day and get their book. We saved them time – you have to drive almost an hour to get to a big bookstore

here – and money. Just another day on the job at the Devereaux Memorial Library.

Escanaba Public Library

submitted by Mary Cary Crawford

Earlier this year a grateful ILL patron brought the staff a bunch of bright yellow daffodils and a box of Saykly's chocolates (a local business) "in appreciation for all the great items you borrow from other libraries that get here so fast!"

Reading Library

submitted by Library Director Marj Morell

The Reading Library in Hillsdale County began actively advertising their ILL services, and the numbers jumped from a mere 55 requests in 1999-2000 to 558 for 2002-2003.

Trenton Veterans Memorial Library

The Trenton Public Library borrowed a rare, 19th century history of Cambodia, Laos and Thailand through interlibrary loan. The patron was phoned after the due date, but he had already left for a three-month tour of these countries. Fortunately, he left the book at home and returned it when he got back, so it did not have to endure a tropical vacation (not good for rare books). Whew!

Salem-South Lyon District Library

submitted by Patti Davies

I recently helped a patron interlibrary loan a number of books for a fireman's exam. He was so grateful he didn't have to buy all the books. The special part is, the day he finished his testing he came in to the library, with a beautiful bouquet of exotic flowers and a huge tub of peppermint "paties" for me. He made my day and he aced his exam!



Genealogy via Interlibrary Loan

by Kyle K. Ripley, Linda Neely and Tim Watters

Most commercial publishers don't like interlibrary loan transactions, viewing them as a loss of revenue since their product is being shared rather than purchased. If commercial publishers also operated restaurants, they would be the type that charges you for sharing a plate. Genealogists, on the other hand, are more likely to just invite you over for dinner. They want to share the results of their often Herculean efforts to accurately transcribe all the tombstones in a cemetery, or create a newspaper obituary index spanning decades.

Most economists will claim, however, that when you share, you have less than you did to begin with. Many valuable genealogical publications have short print runs. Some are purely homemade, and less than a dozen copies may exist.

Consequently, in addition to the growing number of commercially published family histories and genealogical indexing products, libraries often acquire materials such as unpublished family histories through donations. Fortunately for genealogists, libraries are apt to contribute catalog records of these scarce genealogical items to large databases, such as OCLC's WorldCat. Once the records are searchable by the public in such databases, library patrons can request that information be interlibrary loaned to their local library. This service ranges from actually loaning the book to providing information via photocopies of specific pages. In this way, genealogical researchers can often find the key piece of research needed to trace their family history.

It is not uncommon to find that only one or two libraries in the country have a particular genealogy source. In fact, the Library of Michigan's genealogy collection contains hundreds of items, many donated by genealogists, for which we are the only "holder" of the item. Most genealogy collections, including the Library of Michigan's, are non-circulating due to the need for visiting researchers to have access to the broad scope of genealogical materials at a given location. Also, the rarity of many genealogy items makes them suitable for in-house use only.

Even when they are unable to borrow the books or newspapers they need, genealogists

may benefit from interlibrary loan. The ILL department at the Library of Michigan can often provide helpful pages such as the table of contents or index pages that include a specific surname from genealogy books. With an exact citation, pages from genealogy books and some maps will be copied and sent. Often the borrowing library requests index pages first, then the patrons select pages they want copied and the borrowing library sends a second request for those pages. Accurate citations for obituaries, census records, journals and other genealogy tools are also honored.

With more and more genealogical information on the Internet, researchers are finding sources and citations that are not in their local libraries. Interlibrary loan service is another way for libraries to help genealogists to expand their research.

Document Delivery and Then Some: Stories From Around the State

compiled and edited by Linda Neely, Library of Michigan

Interlibrary loan staff members often go to unusual ends to obtain materials for their patrons. Staff might travel directly to the source library to fill rush requests; we think nothing of calling to beg authors for copies of their work; and we regularly challenge mailroom staff and delivery vendors with incredibly large, small or oddly shaped packages. Following are just a few examples of extraordinary ILL service from Michigan librarians.

Grace A. Dow Memorial Library, Midland

Katherine T. Redwine, supervisor of adult services, writes about interstate cooperation and a determined patron:

Here is an ILL story that was different, for us, at least. One of our patrons was researching a lighthouse on the Saginaw River near Bay City. He needed Coast Guard Light Lists to verify the years the lighthouse was in service. These government documents are somewhat rare. They were issued by the Coast Guard on an annual basis, and the old year's list was usually discarded. Very few libraries own a long run of these now-historical documents, and we were unable to locate an OCLC library that would lend them.

Undaunted, the patron did some research of his own and found out that Washington University in St. Louis, Missouri, had a complete set of Light Lists and would lend them! I contacted Washington University and sent them an ALA request form. They sent us the entire set for the years we needed. Our patron was very happy even though we made him use them in the library. Our thanks to Washington University library for assisting with some local research.

The Library Network

Director A. Michael Deller recalls extraordinary service and unusual delivery situations:

I learned a new word when a patron approached the reference desk one day as I worked at the Madison Heights Public Library. He explained that he had an iatrogenic condition that had been given a name but his general practitioner could not find out what more could be done to help him. The condition caused constant itching. Wearing clothes was agony. Cold baths and showers provided only brief relief. Antihistamines had worked briefly, but then lost their effectiveness. The patron explained that iatrogenic meant that a treatment he was receiving for cancer had caused the itching problem, and we learned that the materials he would need were probably in a major medical library.

At that time Oakland County funded research support for public libraries from Oakland University. A search of indexes owned by OU gave several citations, but all of the materials were owned either at University of Michigan or at the Shiffman Medical Library at Wayne State. I volunteered to go to Shiffman and do the on-site searching and photocopying. We found that a research team working on his rare condition actually existed. One of the team members was a doctor at the University of Michigan Hospital. One of the articles listed contact information. We never saw the person again, but he was very happy to learn that someone who understood his pain and might connect him with better options was nearby.

TLN has moved computer cabinetry, bookshelves and microform reader-printers as part of our delivery service, but that's our "meat and potatoes." Are you having a buffet brunch for which you need a warmer or chafing dish? No problem. Call one of the other library chefs and have it sent via TLN delivery. Who knows

what's in that plain brown box marked for delivery to #67 or #25, anyway? TLN library gourmet cooks who are equipment challenged have learned to find and use the unique pieces of gourmet cookery equipment that their colleagues own and are willing to lend.

One also learns interesting things about the specialties of area residents by way of ILL requests. No one would have believed that an award-winning yacht designer lived in landlocked Madison Heights, nor a recognized expert on music of the American Revolution. Both generated fascinating requests for materials that helped them advance their knowledge and skill through the Madison Heights Public Library during the time that I worked there.

Hackley Public Library, Muskegon

Director Marty Ferriby offers anecdotes of innovative and a few speculative deliveries:

Back in the late 1980's when I was the director of the Woodlands Library Cooperative, we had delivery trucks to get interlibrary loan materials between the member libraries. All kinds of things besides the usual library materials were also put on the delivery trucks, such as raincoats that had been left at a neighboring library and Santa Claus outfits at holiday time. We bought unlabeled beer cases from a factory in Monroe to use for ILL boxes: beer cases stack nicely, they don't hold so much you can't lift one and they have handles. The downside is that beer cases don't hold up well in puddles. Nevertheless, anything that would fit in a beer case was probably sent on Woodlands ILL vans during these years.

One year Bernie Margolis (former Monroe County Library System director) bought poinsettias for all the branch libraries of the Monroe County Library System and put those on the delivery vans. I also heard rumors that some public librarian moms sent things like clean clothes, winter coats and stuff forgotten after a weekend at home to their college students in Hillsdale, Sienna Heights, Adrian and Albion via the public library interlibrary loan vans.

The best rumor, however, was the story that someone actually tried to send their kid from one town to the next as an ILL delivery. The driver declined, as I understand it. (No jiffy bags big enough? No appropriate tag?) I heard a similar story about a dog.



And there have been various proposals among library directors to start a program of “inter-librarian” loan, where a problem staff member would be tagged, bagged and delivered to another library....

Library of Michigan

My colleague Leelyn Johnson recalls a funny story from the Library of Michigan's past:

Years ago when I was working in ILL at our old building, we received a document from U of M that was one of ours. There was a note from the librarian at U of M saying they had received it in error from a university in the Netherlands. It turned out that three documents had been sent to Holland Public Library but they never arrived. The package broke open and two of the documents made it back to us, but the third was sent to the Netherlands. That document was better traveled than any of the ILL staff.



Web-Sitings

by Kyle Ripley, Library of Michigan, Reference Assistant

Libraries Sharing Resources

InMICH

<http://inmich.lib.msu.edu>

Virtual Reference Desk (Connecticut)

<http://www.askyourlibrary.org/infoLib.htm>

Cape Libraries Automated Materials Sharing Network

http://www.clamsnet.org/HTML/english/iii_web/CLAMSinfolink.htm

LVIS (Libraries Very Interested In Sharing)

http://www.cyberdriveillinois.com/library/isl/oclc/lvis_des.html

IFLA Library and Information Science, Interlibrary Loan, Document Delivery and Resource Sharing

<http://www.ifla.org/II/ill.htm>

Association of Research Libraries Collaborative Efforts

<http://www.arl.org/collab.html>

OCLC, a Worldwide Library Cooperative

<http://www.oclc.org>

AMICUS from the National Library of Canada

<http://www.nlc-bnc.ca/7/2/g2-122-e.html>

Byker Chix Project Raises Nearly \$12,000 for Byker Memorial Library

The Gary Byker Memorial Library in Hudsonville recently raised almost \$12,000 with their "Byker Chix" project. The Byker Chix calendar, sold at the library as well as a local motorcycle shop, features local library supporters – a different woman for each month – dressed in biker gear with their favorite books and Harley Davidson motorcycles. The fundraiser also included a rally, with the women going on a three-mile motorcycle ride. The women in the calendar raised pledges from sponsors, and an anonymous donor matched these pledges.

The library based the project on an idea in Ann Ross' book "Miss Julia Hits the Road." Ms. Ross was thrilled with the project and asked for a copy of the calendar, which she is going to take on her national book signing tours.

"So far we have made \$11,900 on this little stunt," said Library Director Melissa Huisman. "It's an idea that is easily adapted by any community library."



windows and the addition of a bay on the Harper side will add elegant touches and build on the strengths of the existing architecture.

Inside, the building will undergo more extensive renovation, and the

current shared facility will be dedicated solely to library use (the library uses only 7,500 square feet of the current 13,000-square-foot building). Additions will boost the new library to more than 16,000 square feet, more than enough space to meet QSAC quality standards. Major improvements include a community meeting room, group and quiet study rooms, technology updates and improved lighting. Besides the elevator, other accessibility concerns will be addressed and the building will become ADA compliant. One area that will remain is the city's Heritage Room, which will most likely become a responsibility of the library's adult services area.

If you have a news item you would like to contribute, please contact Casey Kremers at 517-373-5578 or email: ckremers@michigan.gov.

Voters Approve Proposal to Expand Harper Woods Public Library

A \$3.1 million capital bond proposal to expand and renovate the Harper Woods Public Library passed Nov. 4. City residents approved the measure by a 1,069 to 925 vote. The architectural firm David Milling and Associates has been retained to lead the project, and construction should begin in the summer, said library director Dale Parus.

Outside, the existing brickwork will remain largely intact to reduce costs. The new entrance will face the parking area, as digging for an elevator will make the excavation for that part of the project cost-efficient. New energy-efficient



2003 Access Team: Back row - Kyle Ripley, Tim Watters, Casey Kremers, Jo Budler, Linda Neely, Andrew Wilson, front row - Becky Cawley and Karrie Waarala. Not pictured, Marnie Elden and Jennifer Houseman.

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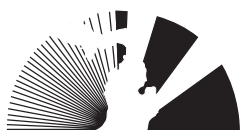
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